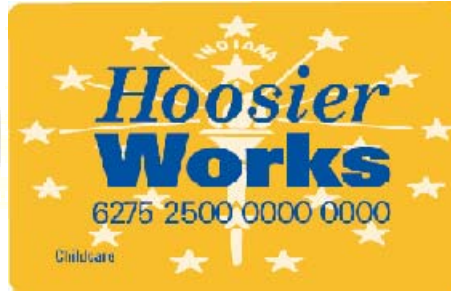


WELCOME TO THE CCDF PROGRAM



Thank you for choosing to serve families enrolled in the Child Care and Development Fund (CCDF) Program. The CCDF Program serves low income, working families who are striving for independence. These families rely on affordable, quality child care in order to become self-sufficient and successful. You are an important part of the success of the families you serve!!

The CCDF Program is administered through the Indiana Family and Social Services Administration (IFSSA) in the Division of Family Resources (DFR), Bureau of Child Care (BCC). BCC is committed to increasing the availability of quality child care environments for all Indiana families. ***Quality child care environments ensure that children are safe, healthy and ready to learn.***

FSSA is committed to providing resources to all child care providers that wish to continue to grow professionally and offer the best quality child care possible. Please ask your Local Child Care Resource and Referral how you can join others in improving the quality of child care in Indiana.

The Indiana CCDF Provider Manual which follows is intended to give new providers an overview of the program along with helpful hints in getting started and complying with program policies and procedures.

If you would like a more complete look at Indiana CCDF Policies and Procedures, you may visit <http://www.in.gov/fssa/carefinder/3250.htm>

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WHO ARE ELIGIBLE CCDF VOUCHER FAMILIES?

Just as providers must meet certain criteria to become eligible for the CCDF voucher program, so must families who want to enroll in the CCDF program.

SERVICE NEED	Generally speaking, parent(s) must be employed or in school. TANF Impact families need to obtain a referral from their caseworker. The number of hours approved for child care depends on the work/school schedule of the parent(s). Parents may also be on Job Search for a limited amount of time.
FINANCIAL NEED	<p>Effective 10/1/2002*, a new applicant must have gross monthly family income less than 127% of the Federal Poverty Level to be enrolled in the program. Effective 9/30/2007*, families may remain on the CCDF program as long as the family's Federal Poverty Level (gross** income) is less than 171%.</p> <p>Gross income <u>does</u> include child support as well as certain other benefits. Food Stamps <u>do not</u> count as gross income.</p> <p>* Official notice would be given from the state if these guidelines change in the future. **Gross income means income <u>before</u> taxes are taken out.</p>

RESIDENCY	Families must apply for CCDF at the Local Intake Office in the county in which they live, even if their child care provider is located in a different county.
AGE OF CHILD	Children must be <u>under</u> age 13, unless they have a <u>documented</u> special need waiver. Children with documented special needs may be enrolled up <u>through</u> age 17.
ELIGIBLE PROVIDER	<p>Families wishing to enroll and maintain their eligibility <u>must</u> choose a child care provider(s) who meets CCDF Provider Eligibility Standards.</p> <p>Failing to keep their children enrolled with an authorized provider could result in removing the family from the CCDF program.</p>

Parents are required to recertify their eligibility **at least** every six months at the Local Intake Office. Parents are required to report any changes in the chart shown above to the Local Intake Office **immediately.**

Alert: Failure of the parent to report any of these changes to the local Intake Office could result in demand for repayment of services from the family.

Each time a parent re-certifies their eligibility, the provider will need to complete a form that gives information about charges for child care on a hourly, daily and/or weekly basis. These charges must be the same as the charges to parents who are not on the CCDF program.



HOW DO PARENTS SELECT ME AS THEIR CHILD CARE PROVIDER?

Providers who wish to care for CCDF eligible children need to be certified for **CCDF Provider Eligibility Standards**. Once these Standards have been met, the provider will be listed in the computer in their county, and in their surrounding counties (usually within 72 hours). **Providers will not be able to be selected by a CCDF family until these standards are met and documented.**

Parents who want to enroll in the CCDF program must follow a process that starts by contacting the Local CCDF Intake Agency.

Step 1:

- ✓ **Parent should call the Local CCDF Intake Agency to set up a meeting. (If the parent does not know what agency to contact, he/she may go to the following link:**
<http://www.in.gov/fssa/carefinder/3164.htm>

The Intake worker will probably ask the parent a series of questions over the phone, including:

1. How many people are in your family?
2. How many children need child care?
3. What is your gross monthly income?
4. Are you employed, in school, etc?
5. Do you have a TANF IMPACT referral?

If the answers to the questions seem to suggest that the parent is eligible for CCDF and the county is open for new CCDF enrollments, a meeting

will be scheduled. Parents will be asked to bring in documents including, but not limited to:

1. Proof of employment, school, etc.
2. Income from last 30 days
3. Proof of identity for all family members
4. Proof of residency
5. TANF IMPACT referral (if applicable)

Step 2:

- ✓ **Parent must attend the scheduled meeting and bring all required documents.**

The Intake worker will ask the parent a series of questions, so that the application may be completed. The Intake worker will also review all of the documents that the parent was asked to bring to the meeting.

If the parent has already chosen a child care provider, the Intake worker will look in the computer to see if the provider has already met requirements to participate in the CCDF program.

If the provider is eligible to be selected, the parent will be given a form, if not already completed, to take to their provider to fill out and sign. This form is often referred to as a “Page 3” or as the “Provider Page.”

If the provider is not eligible to be selected, the parent will have to choose a provider who is eligible. If the provider believes they should be eligible for selection, they should contact their CCDF Provider Eligibility consultant. Depending on the type of provider, this would be either The Consultants Consortium (TCC) worker or the State Licensing Consultant.

TCC – call 1-866-921-6623 State Licensing – call 1-877-511-1144

Step 3:

- ✓ **Parents must submit all required documents (including the information that the provider fills out) to the Intake worker at the time of their appointment.**

If the parent does not submit all required information, the parent's application will be terminated and the parent will have to re-apply for CCDF assistance.

Step 4:

- ✓ **When the application is complete, the Intake worker will print off paper vouchers that show the terms of enrollment and provider payment.**

Parents should be given a summary of their voucher information. The provider should receive a paper copy of the voucher from either the parent or the Intake Office. A sample voucher is shown on the next page.

Helpful Hint: Always ask any new or recently recertified parent for a copy of the paper voucher. This will alert you to any possible changes in subsidy payment and/or co-pay expected from the parent.

State of Indiana Child Care Voucher

Family and Social Services Administration, Division of Family and Children

for the period Sep 05, 2004 through Mar 05, 2005

THIS IS A CCDF VOUCHER FOR CHILD CARE SERVICES

Family Information

Family Eligibility Dates

Parent/Guardian:

Public, John Q
123 Line Street
Indianapolis, IN
55555

County: Marion

Child:

Public, Jane
Date Of Birth: 11/25/2002
Age Group: Toddler
Child Number: 1

Child Number

Case Number: 12345

Sequence Number: 1

Intake Agency:

FSSA - Bureau of Child Development

Facility:

Playground Child Care
411 S. Kid St.
Indianapolis, IN
44444

Phone: (317)555-5555
County: Marion

Mailing Address:

411 S. Kid St.
Indianapolis, IN
44444

Facility Type:

Home Licensed

Shift:

Shift 1

Provider Information

Amount Parent Owes Each Week

Approved Service Hours/Days

Voucher Info

Status:	Active	Provider Charge:	\$150/week
Service Hours/Day:	8	Copay:	\$10.00/week
Service Hours/Week:	40	Over Amount:	\$20.00/week
Full time/Part time:	Full Time	CCDF Subsidy Amount:	\$120.00
Number of Days/week:	5	Total/Subsidy Amount:	\$3120.00
Number of Weeks:	26		

One Personal day is equivalent to one Service Day

Recertification Date: March 05, 2005

Maximum Weekly Voucher Payment

Parent Must Recertify for Services by This Date

Signature:

Deputy Director, Bureau of Child Development

Date:

Provider:

Date:



Parent/Guardian (Please retain for your own records.)

To Setup Swipe Card PIN

To select a pin for your Hoosier Works for Child Care Card:

Call 1-800-876-0487

Have 16 digit Hoosier Works Card Number ready

Have a PIN selected

Follow the instructions given by the automated attendant

Application information:

Case Number = 12345

Sequence Number = 1

Parent Date of Birth = 5/30/1973

If you or your Authorized Representative have trouble using your Hoosier Works for Child Care Card, please contact the Hoosier Works for Child Care Client Help Desk

Para activar su tarjeta:

Llama a gratis a 1.800.876.0487

Tiene los 16 digitos de la tarjeta Hoosier Works listo

Tiene un numero de PIN escogido

Sigue las instrucciones por asistente automatizado

Tiene la disponible:

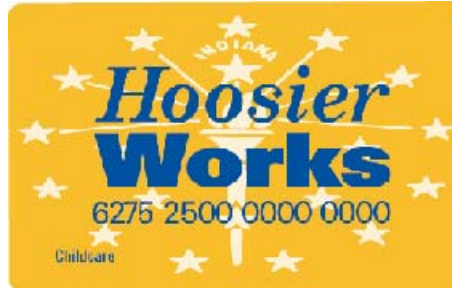
El Número del Caso = 1234

El Número de Serie = 1

La fecha del Nacimiento = 5/30/1973

Step 5:

- ✓ **Eligible parents (and up to one Authorized Representative) will be given a Hoosier Works for Child Care (HWCC) swipe card. Below is a sample of the card.**



The Intake worker will provide parents with an opportunity to view a training video, as well as supply the parent with other written training materials. The Intake worker will also explain the policies related to the use of the card.

*****WARNING*****

CCDF Child Care Providers may not possess or use a Hoosier Works for Child Care card, 16 digit card number and/or Personal Identification Number (PIN) to authorize electronic attendance transactions for any CCDF children. This policy also applies to child care staff, as well as any members of the provider's household/facility in which child care is provided. CCDF Providers may not require or coerce parents to violate this policy.

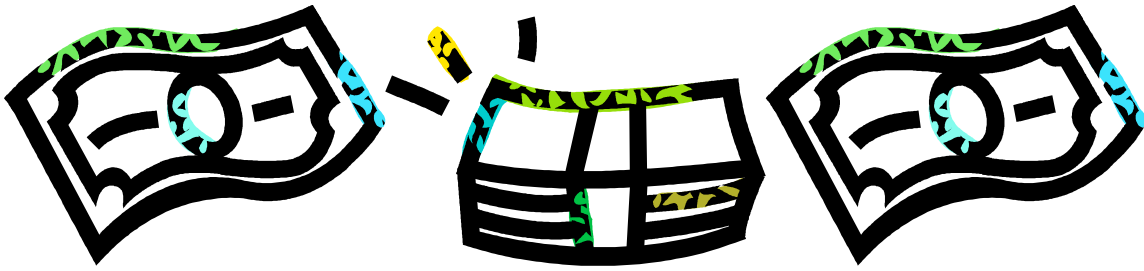
Failure to follow the above policy could lead to negative action taken against your child care facility, up to and including termination from the Child Care and Development Fund (CCDF) voucher program. This policy is applicable to all child care sites that receive CCDF dollars.

Step 6:

- ✓ **The parent will be notified at least 30 days prior to their recertification date.**

Most parents recertify every 6 months. Depending on the family situation, some may have to recertify more often.

Helpful Hint: You should keep track of the dates that each of your parents are due for recertification. This date may be found on the paper voucher and is listed as the "Subsidy End Date." It is helpful for parents to get reminders about this date from both their Intake Agent and their provider.



WHAT DO I NEED TO KNOW ABOUT GETTING PAID?

1. How do I Get Paid?

To receive payment for services provided to authorized CCDF children, **you must have a Point of Service (POS) machine and a bank account.** Here is how it works:

- a. Eligible families will receive Hoosier Works for Child Care (HWCC) swipe cards from their Intake Agent.
- b. Families must use their cards to record time and attendance information (in-and-out swipes) on the POS in your home or center.
- c. The POS is connected to your analogue phone line and sends the swipe information to the state data center.

Analogue phone lines are the most frequently used type of telephone line in home settings. If you have access to a digital phone line only, please call the ACS Provider Help Desk at 1-800-422-0850 to discuss possible alternatives.

- d. The swipe information is changed into attendance records.
- e. Daily attendance information is added together and a payment is made to your bank account every two weeks.

Alert: It is very important that the parent or authorized representative check their children in and out of your child care program every day that they attend.

If a parent forgets their card they may do a Previous Check In and Previous Check Out on the POS. Please remember children should not be allowed to use the card to check themselves in or out. When you meet the CCDF Provider Eligibility Standards a POS machine will be installed in your center or home at no cost.

2. How do I get a Point of Service (POS) device?

After you meet CCDF Provider Eligibility Standards and have a voucher assigned to you, ACS will contact you to set up a time for a POS machine to be installed in your center or home. Arrange a time when you will be able to meet with the installer and learn how the POS works.

If you do not receive contact from ACS within 3 business days of having your first voucher assigned, you may contact the ACS Provider Help Desk at 1-800-422-0850.

When calling the ACS Provider Help Desk, you will be asked to enter a Provider ID and Password.

Provider ID is 1234
Password is 123456

An installer will come to your facility and connect the POS to your analogue phone line at no charge to you. At this time you will receive an Operations Manual and training regarding how to use the POS.

You will be asked to sign a form stating you have received training. Make sure you: know how the POS works; practice with the installer; and ask questions so you know how to use the POS.

You will also be required to have the Provider Agreement and banking paperwork completed before the POS installation is completed.

Remember: Your payments are based on parents using the POS. You must know and understand how to use the POS in order to assist parents who may be having any difficulty with the POS.

Installation, replacement and repair of the POS are the responsibility of ACS. You will be provided with two rolls of paper for the machine when it is installed. Then you are responsible for purchasing replacement paper. To find more details about replacement paper, please refer to your POS Operations Manual. ACS will pay you for the cost of the paper used, based on the number of transactions processed during the month. This payment will be automatically deposited to your banking account.

Providers with Multiple Sites:
Providers are to care for a child at the site listed on the child's voucher. Children must have their attendance recorded in the POS device that is assigned to the site listed on the child's voucher.

3. How is my payment calculated?

Your child care payments will be electronically sent to your bank account every two weeks. For information regarding the payment schedule contact the Provider Help Desk at 1-800-647-8533 or go to <https://www.hoosierchildcare.com>

Best Practice: It is recommended that you keep your POS tapes until at least the time you receive your payment for services for those weeks. Keeping your POS tapes may help you identify possible reasons if you feel that you have been paid incorrectly.

Your child care payment calculations are based on the following attendance rules:

➤ **Full Time Care - Non school-age children**

Full time care is defined as twenty-five (25) hours or more per week, for non school-age children. If the child care provider charges a weekly rate, the child must attend a minimum of 25 hours per week, Sunday through Saturday, to qualify for the weekly subsidy listed on the voucher. **Weekly payment will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement for care can never exceed the full time weekly market rate.

➤ Full time Care - School-age children

Full time care for school-age children is defined as fifteen (15) hours or more per week, Sunday through Saturday, during the school year when school is in session. If a school-age provider charges a weekly rate, the full weekly subsidy can be paid for the school-age child who is in attendance at least fifteen (15) hours per week, Sunday through Saturday, during the school year when school is in session. **Weekly payment will be cut in half for full time children who do not have at least 14 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

During the summer when school is not in session, and for care provided when a parent works non-traditional hours any time during the calendar year, full time care for school-age children is defined as twenty-five (25) hours or more per week. **Weekly payment will be cut in half for full time children who do not have at least 24 hours and 46 minutes of attendance recorded in the POS for each Sunday to Saturday week.**

For children enrolled on a daily or hourly basis, reimbursement can never exceed the full-time weekly market rate.

Personal Days

When enrolled full-time at a weekly rate****, each family is allowed twenty (20) personal days per child during their enrollment year for which reimbursement can be made if a child is absent. The personal days can be used at the parent's discretion. However, parents may not use a personal day for any day that the provider is not open for business.

****Personal Days are <u>not</u> given to children who are enrolled with hourly or daily vouchers.

Parents have the option of choosing when they want to use their twenty (20) personal days for each child. Once the twenty days are exhausted (for each child), the parent is responsible to pay for any days that the child

does not attend. Personal days may not be used to provide two-week termination notice. Any requirements for notice are between the parent and the provider.

For children with special needs or other medical issues, the parent should contact the Intake Agent to learn how to request more than 20 personal days per year.

Holidays

Reimbursement is made to all providers for up to six (6) days per calendar year, per child, for children enrolled full-time, when the center or home is closed due to a holiday. This provision applies only if the center or home has a written policy to charge all consumers for days they are closed due to a holiday. New providers will be asked to identify the six holidays they want to choose. Also, prior to each new calendar year, you will be asked to choose the six (6) holidays for which you want to be reimbursed.

To receive reimbursement for a child, the child must have attendance that was recorded in your POS device on at least one day in the 21 days preceding the holiday.

4. What happens if I move?

It is important to remember that Indiana law links your CCDF child care payments to the actual address where you provide child care. Every child care provider must document that they have met CCDF Provider Eligibility Standards at the site where care is provided. This includes, but is not limited to an inspection of the site/facility.

Failing to have your new address approved will result in CCDF payment disruption. You should always contact your CCDF Provider Eligibility consultant PRIOR to moving.

Failure to notify your CCDF Provider Eligibility consultant of a change in your status, including, but not limited to a move to a new address, a change in ownership or change in primary caregiver may result in immediate termination of CCDF payments.

Further, you may receive a demand for repayment of any and all CCDF dollars paid to you if you were reimbursed for child care provided at an ineligible site/facility.

If you are planning to move, you must follow the steps listed below.

Licensed Centers/Homes and Registered Ministries

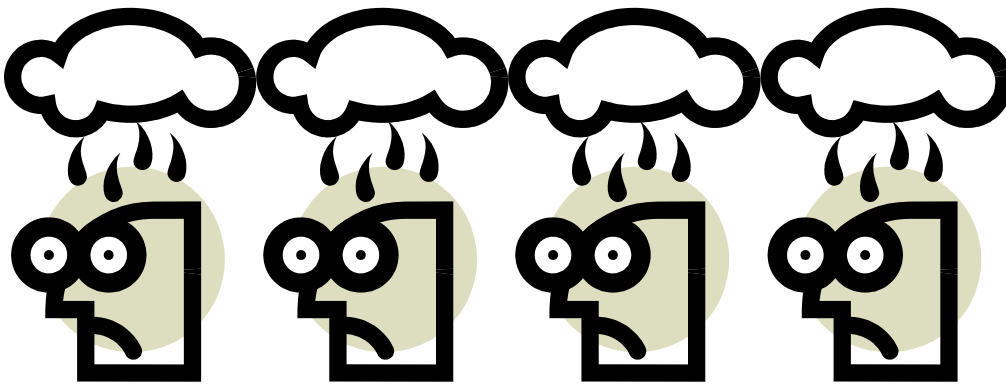
- a. Once you know your new address, contact State Child Care Licensing at **1-877-511-1144**.
- b. Schedule a time before you move to have the address inspected.
- c. **Once you have received your new license or certificate of registration in the mail**, have your CCDF parents contact their local Intake Office. The parents will need to fill out forms that show that they have changed the address where their children receive child care services. Parents must do this before subsidized care is provided at the new site.
- d. Call the ACS Provider Help Desk **1-800-422-0850**. Ask how to reprogram your POS to your new address.

<p><u>REMEMBER</u> – If the new address fails to meet CCDF Provider Eligibility Standards, CCDF payments will not be made for child care provided at the new address, and parents will be advised to select another child care provider.</p>

Legally Exempt Home and Center providers

- a. Once you know your new address contact The Consultants Consortium (TCC) at 1-866-921-6623.
- b. Schedule a time before you move to have the new address inspected.
- c. **When you receive official notification that your address has been approved**, have your CCDF parents contact their local Intake Office. The parents will need to fill out forms that show that they have changed the address where their children receive child care services. Parents must do this before subsidized care is provided at the new site.
- d. Call the ACS Provider Help Desk 1-800-422-0850. Ask how to reprogram your POS to your new address.

REMEMBER – If your new address does not meet CCDF Provider Eligibility Standards, CCDF payments will not be made for child care services provided at the new address, and parents will be advised to select another child care provider.



WHAT HAPPENS IF I LOSE MY CCDF ELIGIBILITY?

CCDF Providers may lose their ability to be paid for serving CCDF children for several reasons.

❖ **Non-compliance with CCDF Provider Eligibility Standards**

If you are found to be in non-compliance with one or more of the standards, several things will happen:

- A **“Notice of Order”** will be sent to you that tells you why you no longer meet these standards. It also explains that you have 18 days to correct the issue(s). An effective date is listed on this letter.
- CCDF parents will be sent a letter from the Intake Agent telling them that they must choose a new provider by the effective date of your Notice of Order letter.
- If the issue(s) is not resolved by the effective date on the “Notice of Order,” you will not be paid for any child care services that you provide to CCDF children after that date.
- When the issue(s) has been corrected, you must contact your CCDF Eligibility consultant to verify/document your compliance.
 - Once resolved, a **“Rescind Order”** will be sent to you. The Rescind Order reinstates your CCDF Provider Eligibility Standards and your eligibility for CCDF payments.

- Depending on the effective date of the Rescind Order, you may or may not have a gap in your eligibility for CCDF payments.
- **You should make sure that your CCDF parents contact the Intake worker to have their vouchers reinstated with you.**

YOU HAVE THE RIGHT TO APPEAL

If you wish to appeal, you may do so by following the instructions on the "Notice of Order" letter. You will not be paid for care provided after the effective date of the Notice of Order.

❖ **Reasons for Possible Suspension**

A provider may be suspended by the Division of Family Resources (DFR) from the CCDF program under the following circumstances:

- The death of a child while in the provider's care;
- A pending abuse/neglect charge against the provider, an existing employee of the provider, or a member of the provider's household, indicating behavior harmful to children;
- A substantiated health or safety hazard;
- Threatening behavior;
- Providing false information on any form connected with the CCDF program;
- Being under investigation for fraud;
- Possession or use of Hoosier Works for Child Care Cards as documented by a Bureau of Child Care staff member or representative; and/or
- Illegally operating a home or facility

If DFR takes suspension action, CCDF parents will be notified to choose another provider until the issue is resolved.

❖ Reasons for Possible Termination

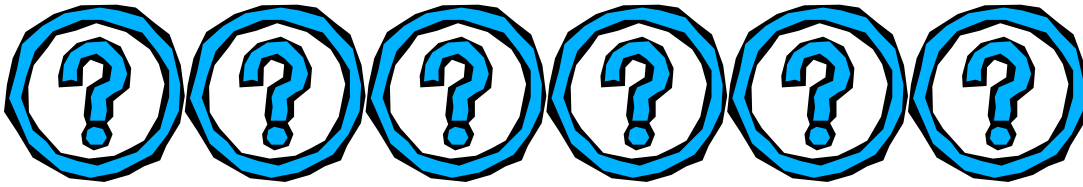
A provider will be terminated by the Division of Family Resources from the CCDF program for the following reasons:

- A substantiation or conviction of abuse/neglect against the provider, an existing employee of the provider, or a member of the provider's household (in the case of home-based care) indicating behavior harmful to children;
- Substantiated fraud in the receipt of any type of government funds
- Proven forgery of signatures on any forms; and/or
- Loss or denial of licensure or registration in situations where the action is due to substantiated abuse or neglect.

If termination action is taken, CCDF parents will be advised to choose another child care provider immediately. Payment will cease upon termination of the provider.

YOU HAVE THE RIGHT TO APPEAL

<p>You may appeal a CCDF suspension or termination to the Bureau of Child Care, Division of Family Resources. The appeals process will be explained to you if you receive a suspension or termination letter.</p>



FREQUENTLY ASKED QUESTIONS

Q: How do I get paid, will you send me a check?

A: You will no longer receive a check, your payment will be electronically sent to your bank account. Electronic funds transfer is very accurate and timely when compared to mailing checks.

Q: When can I expect to receive my payment?

A: Funds are transferred every two weeks on Wednesdays to the bank account designated in your Provider contract. Payments are made 17 days after the last day of a two week service period. You may find the schedule of payments in the packet of information that ACS will give you when your POS is installed.

If you do not have a payment schedule, you may contact the ACS Provider Help Desk at 1-800-422-0850.

Q: What if I have a question about my payment?

A: Call the Provider Help Desk at 1-800-422-0850.

Q: Can I keep the Parent's Hoosier Works for Child Care card so they don't forget it?

A: No! Possession or use of a parent's card, 16 digit card number and/or Personal Identification (PIN) is prohibited and could result in termination of the parent and the provider from the CCDF program.

Q: How do I change my direct deposit account?

A: You will need to fill out and mail in a new direct deposit authorization form to: ACS Hoosier Works for Child Care
101 W. Ohio, Suite 1700
Indianapolis, IN 46204

Q: My payment was for the incorrect amount. Why?

A: If you believe that you have not been correctly paid, you will need to complete a “CCDF Discrepancy Childcare Statement of Services Form”.

When you submit a discrepancy form you must:

1. Send documents/records to support the discrepancy to: ACS Hoosier Works for Child Care, 101 W. Ohio, Suite 1700, Indianapolis, IN 46204.
3. Include a CCDF Discrepancy Childcare Statement of Services Form signed by
the parent **and** the provider.
4. The discrepancy will be denied if the CCDF Discrepancy Childcare Statement of Services Form is not signed by the parent and the provider in blue ink.
5. You must fill out one discrepancy for each 2 week service periods.
If you have questions about service periods, they are listed in your POS Operations manual.

The information you send will be reviewed and if appropriate, payment will be made for the amount due.

Q: Where do I get the CCDF Discrepancy Childcare Statement of Services Form?

A: You will receive copies of the “CCDF Discrepancy Childcare Statement of Services Form” during the training that occurs when the POS is installed. Check your Provider Operations Manual. If you do not have any Discrepancy Forms, contact the ACS Provider Help Desk at 1-800-422-0850 or go to <https://www.hoosierchildcare.com>

Q: How do I know if the child I am serving is eligible?

A: When the parent (or parent's authorized representative) correctly swipes the card in the POS, the POS will deny a card for an ineligible child. You should consult your POS Operations Manual for an explanation of the different types of denial/error codes that may occur. You can also find information about the CCDF children you are serving at <https://www.hoosierchildcare.com>

Q: The parent is not making their co-payment. Who is responsible for the co-payment?

A: It is your responsibility to collect the co-payments as specified on the child's Voucher. If you are having problems collecting co-payments from a specific parent, please contact the parent's local Intake Agent within thirty (30) days. The Intake Agent can determine if the parent is still in compliance with CCDF policies.

Q: If the client does not have their card with them, can I still check a child in or out?

A: The parent may use the manual process to CHECK IN or CHECK OUT by entering their 16 digit card number. If the parent does not know their card number, they will have to perform a PREVIOUS CHECK IN or PREVIOUS CHECK OUT when they return with their card.

Q: If the client has their card with them but it is damaged and the machine cannot read the magnetic stripe on the back, can I still check a child in or out?

A: The parent may manually key in their 16 digit card number and then press enter. This will work on CHECK IN, CHECK OUT, PREVIOUS CHECK IN, PREVIOUS CHECK OUT, and PERSONAL DAY CLAIM transactions. You should advise the parent to go to their county intake office to get a replacement card.

Commonly Used Terms

805 Application - The name of the 3 page form that parents fills out with the Intake Agent. The provider must fill out page 3 of the application.

ACS – Affiliated Computer Services is the company under contract to the Indiana Family & Social Services Administration to install and maintain the Hoosier Works for Child Care System.

Authorized Representative – A person, other than the child's primary caregiver, who receives a HWCC card and is permitted to check children in or out of the child care facility.

CCDF – Child Care Development Fund is the program that provides funding to assist eligible families to pay for child care.

CCDF Provider Eligibility Standards – These standards were also called Minimum Standards and are defined by Indiana state law. If a child care provider wants to be paid for CCDF children, they must meet these standards. These standards are linked to the building or home where child care takes place. If a child care provider moves, the new building or home must be inspected. These standards are not automatically transferred to a new site.

CCRR – Child Care Resource and Referral. Each county has a CCRR to help parents make decisions about quality child care for their children. CCRR agencies also offer various trainings and other resources to providers.

Co-pay – The dollar amount that the parent is responsible for paying directly to the provider. This amount is listed on the paper voucher.

HWCC – Hoosier Works for Child Care. The electronic swipe card system that pays for child care provided to authorized CCDF children.

Indiana Family & Social Services Administration – The state agency responsible for CCDF child care.

Local Intake Agency – The Intake Agency county office where the parent goes to find out if they are eligible for the CCDF program.

Over Rate (OVERAGE) Charge - When the chosen provider's established rates exceed the county market rate, this difference is called an "Over-Rate or Overage Charge". It is the responsibility of the applicant to discuss this balance with the provider. The provider may waive this charge if desired.

Point-of-Service (POS) – The equipment use to swipe/check children in and out of your child care home or center.

POS Reports - Reports that child care providers receive from the POS equipment.

Daily Receipt – The receipt that is printed each time a child is checked in or out.

Exceptions Report – A report showing any child who has been checked in but not checked out.

Totals Report – A report showing payments made to your day care home or center for the previous business week. The business week starts on Sunday at 12:01 am and ends on Saturday at 12:00 am (midnight).

Store and Forward (SAF) – The system method of processing swipe/check in and swipe/check outs when the telephone line is unavailable. The swipes are stored in the POS and forwarded to the main computer when the phone line becomes available.

Subsidy - The amount of dollars authorized for weekly payment for child care services. This amount is listed on the paper voucher.

TANF – Temporary Assistance to Needy Families

TANF IMPACT – A TANF program that provides services to parents who are involved in very specific job related activities.

The Consultants Consortium (TCC) - Agency that inspects Exempt Homes and Exempt Centers who wish to meet CCDF Provider Eligibility Standards.

Voucher – A parent receives a copy of a voucher from their local Intake Agent. This paper explains the terms of the payment agreement between the parent and provider. (See sample voucher on Page 8) Parents should give their providers a copy of these vouchers every time a new one is completed. The voucher should be kept by the provider and filed with other family records

Waiting List – When a county has no money available to enroll new CCDF families, families are placed on a waiting list for services. As money may become available, families on the waiting list may be called into the Local Intake Agent office for enrollment into the program.